



Health Services

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April 14, 2008

TO: Each Supervisor

FROM: Bruce A. Chernof, M.D. *B. Chernof*
Director and Chief Medical Officer

SUBJECT: **REQUEST TO AMEND INFORMATION TECHNOLOGY
SUPPORT SERVICES MASTER AGREEMENT (ITSSMA)
WORK ORDERS FOR TWO CONSULTANTS
TO PROVIDE DESKTOP SUPPORT FOR THE
DEPARTMENT OF HEALTH SERVICES**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend Work Order N04-0556 with United Technologies and Work Order N04-0566 with Global Services Resources, Inc., by extending the term of each Work Order through June 30, 2009, and increasing the total maximum dollar amount for each Work Order. It is requested that the two Work Orders be increased by a total maximum amount of \$157,470. This added funding will increase the total maximum amount of the two Work Orders to \$357,470. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

The Computing Services (CS) support unit at Health Services Administration (HSA) maintains numerous desktop computer workstations in use within the Los Angeles County Department of Health Services. CS currently supports workforce members at three sites: 313 N. Figueroa Street, Los Angeles, 241 N. Figueroa Street, Los Angeles, and 1000 S. Fremont Avenue, Alhambra. A fourth site has been added and CS is now supporting an additional 600+ users at 5555 Ferguson Drive in the City of Commerce.

JUSTIFICATION

There are insufficient CS support employees to support HSA users. The purpose of these Work Orders is to provide the necessary qualified staff to assist in the support of desktop computers at all four locations mentioned above. Initial support setup will require the installation and rollout of Novell ZenWorks in order to allow remote management and automated patching of computers for compliance with HIPAA and other network security regulations. The amendment of the Work Order is also intended to facilitate the transition of support to DHS staff through hands-on training, mentoring, and knowledge and skills transfer.

SCOPE

The scope of work includes the following:

Network Client – Assist with system upgrades, patch testing and installation, troubleshooting, and support.

Desktop Software Support – Software installation, configuration, troubleshooting and repair for Novell GroupWise, Novell ZenWorks, Microsoft Office, Microsoft Visio, Adobe Acrobat and other applications as needed. Assist with testing of new software components; escalation of issues through appropriate help desks. Documenting issues and resolutions using work order tracking software.

Desktop Hardware Support – Hardware installation, configuration, troubleshooting and repair for desktop computer systems and peripheral devices including printers, CD-Rom drives, DVD drives, hand held systems, scanners, etc.

Evaluate New Products and Services – Evaluate, test and provide detailed reports and recommendations on new hardware and software applications and services.

Mentoring and Knowledge Transfer – This includes working with DHS technical staff and facilitating the transition of support responsibilities to DHS technical staff.

FINANCIAL IMPACT

The funds for this project are currently in the Fiscal Year 2007-2008 Health Services Administration operating budget and have been requested in the Fiscal Year 2008-2009 budget. The contract rates are not changing for the support services.

Work Order	FY 07-08	FY 08-09	Grand Total
N04-0556	\$100,000	\$78,300	\$178,300
N04-0566	\$100,000	\$79,170	\$179,170
Total	\$200,000	\$157,470	\$357,470

PERIOD OF PERFORMANCE

The period of performance for each of these Work Orders will be from the date of execution through June 30, 2009. At the discretion of DHS, these Work Orders may be renewed for an additional twelve (12) months in order to complete the training and transfer of knowledge and responsibilities to DHS technical staff.

CLOSING

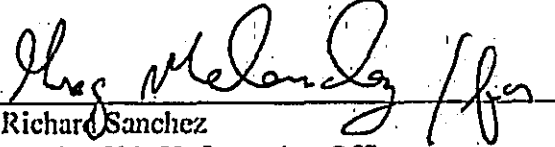
Consistent with ITSSMA policies and procedures, we are informing your Board of the Department's intention to amend the terms of these work orders and increase the maximum dollar amount. On May 12, 2008, we will instruct ISD to proceed with the amendment of these Work Orders.

If you have any questions or require additional information, please let me know.

BAC:gc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Interim Chief Information Officer
Interim Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Interim Chief Information Officer

4/28/2008
Date